

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant:	Sridhar Krishnamoorthy	Examiner:	Matthew L. Brooks
Serial No.:	10/796,345	Art Unit:	3629
Filed:	March 9, 2004	Docket:	END920030147US1 (17238)
For:	METHOD, SYSTEM AND PROGRAM FOR INTEGRATED SERVICE MANAGEMENT	Dated:	September 20, 2007

Confirmation No.: 1976

Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

AMENDMENT UNDER 37 C.F.R. §1.114

Sir:

In response to the Office Action dated June 19, 2007, please amend the subject patent application as follows.

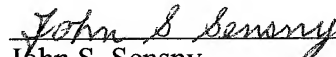
Amendments to the Claims are reflected in the listing of claims, which begins on page 2 of this paper.

Remarks begin on page 9 of this paper.

CERTIFICATE OF ELECTRONIC FILING

I hereby certify that this correspondence is being deposited with the United States Patent & Trademark Office via Electronic Filing through the United States Patent and Trademark Office e-business website, on September 20, 2007.

Dated: September 20, 2007



John S. Sensny